

LogistiCare Delivers Transportation Management That Works. LogistiCare is the nation's leading manager of specialized transportation network management services for government agencies, managed care organizations, self-funded insurers, hospitals, transit authorities and school boards. The company currently manages more than 1,000 transportation providers and coordinates more than 7 million trips for more than 3 million people each year.



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How to Access Non-Emergency Medical Transportation (NET) for Virginia Medicaid Recipients



Virginia Facility Brochure

Accessing NET Transportation

LogistiCare manages all of Virginia's Medicaid non-emergency medical transportation (NET).

All trips must be arranged and confirmed by LogistiCare. The types of transportation services available to facilities are:

1. Ambulatory (able to walk)
2. Wheelchair
3. Non-emergency ambulance/stretcher

Facilities wishing to make transportation arrangements for their residents or arranging standing order* appointments to their facilities should contact a facility case manager at least two days in advance:

Facilities: **1-866-679-6330**

- Available Monday - Friday between 7 a.m. to 8 p.m.
- Fax any schedule updates to 1-866-679-6329.
- Verifiable urgent trips** may be accepted with less than 48 hours notice.

*Standing orders are regular appointments recurring at least once a week for at least a period of eight weeks. Ask your facility case manager for details.

**Urgent trips are hospital discharges, doctor appointments deemed urgent by the physician, or facility transfers.

Remember:

- Trips must be medically necessary.
(Examples are doctor appointment, counseling, dialysis, dental appointment, etc.)
- All reservations must be made with at least 48 hours notice prior to the scheduled medical appointment.
- Verifiable urgent trips may be accepted with less than 48 hours notice.
- Emergency ambulance transports do not go through LogistiCare.

- Examples of emergency transports are a sudden life threatening medical situation, significant trauma threatening life or limb, seizures, comas or shock, hemorrhaging, significant respiratory distress, poisoning or drug overdose, etc.
- Examples of non-emergency ambulance transports are recipients confined to total body cast or confined to hip spicas and other casts preventing flexation; travel by any other means could be detrimental to the recipient's health.

Frequently Asked Questions

Q. How do I arrange transportation?

A. You should arrange transportation at least two days in advance of the appointment by calling the dedicated facility line at **1-866-679-6330**.
(Monday - Friday between 7 a.m. to 8 p.m.)

Q. What services are provided by LogistiCare?

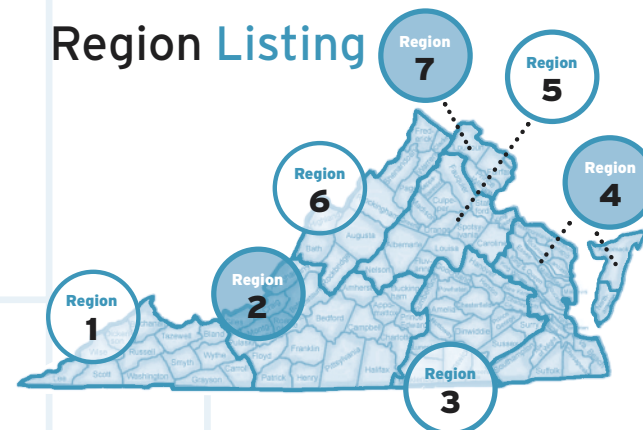
A. LogistiCare provides non-emergency transportation to eligible Medicaid recipients requiring access to covered medical services, such as doctor appointments. LogistiCare provides ambulatory (able to walk), wheelchair and ambulance vehicles.

Q. Does LogistiCare handle hospital discharges?

A. Yes. For hospital discharges, LogistiCare will have a transportation provider to the facility within 4 hours of a call.

Q. What if a recipient's transportation is more than 15 minutes late?

A. Call LogistiCare's regional office "Where's My Ride?" line.



Regional "Where's My Ride?" Lines:

Region 1 (Norton) 1-866-386-8331
Region 2 (Bedford) 1-866-586-0255
Region 3 (Richmond) 1-800-742-9758
Region 4 (Norfolk) 1-866-966-3326
Region 5 (Charlottesville) 1-866-973-3310
Region 6 (Staunton) 1-866-973-3310
Region 7 (Herndon) 1-866-707-3761

Please have the following information available when making a reservation:

- Recipient's name, address and Medicaid number
- Name and address of facility
- Appointment day and time
- Pick-up time

Q. What if the recipient is going to be late for the pick-up time?

A. Please contact LogistiCare or the designated provider immediately upon knowing the recipient will not be ready by the prescheduled pick-up time.

Q. What if I have a problem with the transportation service?

A. If you have a problem or question about transportation service provided by one of LogistiCare's providers beyond a specific inquiry about a late pick-up, please contact your local LogistiCare regional office.